

How to Conduct a Virtual Mediation Mediator Guide

1

Pre-Fill Agreement to Mediate & MOA prior to Mediation

- It is easier/quicker to pre-fill the Agreement to Mediate and Memorandum of Agreement documents with Employee name/date [except for the Signatures and "terms" fields] for ready use & having them saved on your Desktop.

2

Opening Virtual Mediation on WebEx Training

- Welcome everyone and go through the Mediation script
- Set ground rules and break times

3

E-Signing

To get Agreement to Mediate signed:

- Click LINK <https://tennessee.na1.echosign.com/public/compose>;
- To sign in... follow prompt, entering email & password fields [same as your regular morning sign-in info]
- Once in... Enter participant's email addresses, those you will send the Agreement
- Title email "Mediation Policy" or "Agreement to Mediate"
- Then drag that [pre-filled] Word.doc from your desktop it into the 'attachment' field and click
- Click NEXT
- The doc will be there for your review, then
- Look to the right of the screen, you will see "Recipients"
- Click the down arrow... choose you as the 1st recipient, then
- Hover over Signature click/drag that to the signature field/box at the bottom of the Word.doc to that person's name
- Complete these steps for the remainder of the parties, including yourself
- After all signature fields are in place, Click blue SEND button, lower right screen
- It will go to each person one at a time and then you will receive the completed doc
- Instruct Participants to open Outlook email and look for incoming email from DocuSign
- Once you open it, a pop up will appear for you to sign in (same info as if you are signing on to your computer in the morning, including the same password).
- After you sign in, you can create your signature. The simplest way is to choose the type your name option.

REPEAT this process when have completed work on the actual Agreement (MOA)

- Once completed... Open/Click Download PDF
- Choose "Open With" option... once opened,
- Click File Save As choose a file name and save it...
- After saving either/both documents to desktop, you can open a group email of the participants in Outlook and attach either/both documents in the email for them (Send both copies to prachi.n.patel@tn.gov)
- When crafting the Memorandum of Agreement, open the MoA word.doc on your desktop and then in the WebEx,
- Go to Share Share Content in the upper field [this will show what is on your desktop] and...
- Begin typing in the agreement as the participants lay it out/agree to [in their words]
- Once everyone agrees with the wording, Save your changes and then close the document and the Share Content on WebEx.
- Then follow the steps beginning at #5 above for completing the signing process.

4

Breakout Sessions

- Go to "Breakout Session" at the top of the page & Open a session
- Look to the right and click on Breakout Assignment
- A screen will open, click Add Session
- Click name on left and then click double arrow to place that person into Breakout
- Repeat process [if someone needs out, reverse that process]
- When ready, click Start, then Yes
- They will receive an invite that they must accept (2 invites for joining & audio connection)
- TO END... Go to Top of Page > Breakout Close Breakout End Session